

While I can objectively appreciate the appeal that telemarketing & mass e-mails have to the business community, I feel that the potential for abuse inherent in these tactics far outweigh the benefits.

I'm a computer programmer. My last job involved both 1) developing the user interface used by telemarketers at 3 nationwide calling centers, & 2) configuring & loading the predictive dialer system to process the individual "campaigns" we had contracted to perform. So I've seen the industry- and its problems- from the inside, at its lowest levels.

The dialer system we employed could easily flood a telecom network with 30,000 calls a day for a given campaign; each of the 3 call centers typically "ran" anywhere from 2-5 campaigns a day. The communications system bandwidth taken up by this kind of traffic is staggering, & we were only a medium-sized company.

Given society's increasing animosity to cold-call telemarketing, the persistent complaints from dial-up Internet users about slow/dropped connections & the worldwide move toward electronic communications, I believe that e-commerce strategies like telemarketing & "spam" mail are just too costly to everyone to be allowed to continue (or at least to be allowed to expand at the current rate). I believe that the FCC & FTC have a clear mandate from the people to look into what can be done to reduce or eliminate the problems.

Thank you for your time & attention.